



Service Manager Crushing and Screening

Locations: Geita, Mbeya, Tarime, Kahama, Mwanza Tanzania

Time type: Full time

Job requisition id: R0065926

SERVICE MANAGER – CENTRAL AFRICA

At Sandvik Rock Processing Solutions (“SRP”), we’re passionate about development and advanced technology, and we always aim to offer the best possible experience for our customers in a sustainable way. It’s a mission that takes commitment, but as an industry leader we aim for nothing but excellence in everything we do.

We’re looking for a dynamic person, passionate about customer engagement and providing a world class experience to join our growing team in Central Africa as SRP’s Service Manager for Central Africa. The new role will manage our aftermarket business, including the service team with a focus on world class service to our customer’s and executing on our lifecycle strategy for SRP’s Central Africa territory.

The role will report to SRP’s Territory Manager for Central Africa and will be based in Mwanza, Tanzania or Lubumbashi, DRC.

Purpose of the role:

Responsible for the effective delivery of aftermarket goods and services for Sandvik’s Business Area: Sandvik Rock Processing (Stationary Crushing & Screening, Mobile Crushing & Screening) and Attachment Tools customers in the Central Africa Territory. These services include supply of parts and services (incl repairs) contracts, performance contracts, service center management (incl. field service), spare parts marketing & training and finding opportunities for equipment brownfield replacements.

The job responsibilities:

- Create a customer centric service organization that provides high-level technical assistance on products and applications to customers with a critical focus on quality support to customers.

- Create lifecycle and support services in Central Africa, driving strategic improvement within the SRP team towards a business model of outcome based solutions for Sandvik and the Sandvik customers.
 - Work with Territory Managers (SRP & Sandvik Country Territory Managers), Country Service Managers and the SRP Lifecycle Africa Manager to develop aftermarket focus areas and action plans to grow aftermarket business in each of the Central Africa Territory countries.
 - Increase the capabilities of the service team through ensuring regular certifications, trainings, webinars, etc.
 - Promote & create the execution plan for the digitalization of the installed base fleet of SRP equipment and monitor the status of digitized equipment.
 - Ensure Lifecycle resources are appropriate to support the Central Africa Territory requirements and develop and present Business Cases when additional resources are needed.
 - Working with Territory Manager to ensure the execution of the Lifecycle Africa Strategy and building business cases for investments to support business growth.
 - Promote the repair strategy in order to enhance and grow the aftermarket business.
 - Gather and manage work teams to perform root cause analysis when failures occur in strategic clients.
 - Collect troubleshooting information and refer it to the factory support line.
 - Management of warranty process and ensuring warranty claims of efficiently raised and closed out.
 - Consolidate and communicate technical and security bulletins and monitor the correct application of the new technical and security measures.
 - Ensure technical information about Sandvik's offering and competitors up to date
 - Ensure that the data in the installed database is accurate and properly developed.
 - Manage installed base ensuring the installed base accuracy for units in the Central Africa Territory
 - Identification of opportunities to replace competitor equipment and execution of “sell through service strategy”.
 - Working with logistics and inventory management functions to ensure optimal setup and functioning of the supply chain and timely supply of customer orders and availabilities.
 - Ensuring use of the CRM Service Module for effective data driven decision making and collection of key customer information pertaining to customer visits, audits, site reports etc
 - Customer Engagement - promoting NPS survey completion of customers (in particularly key customers) and closing gaps on service delivery issues and other issues and driving regularly customer interactions for Sandvik key customers.
 - Managing the service teams across the Territory, displaying solid leadership capabilities and a being a role model for the Sandvik Values and in accordance with the Sandvik Code of Conduct
- EHS responsibilities:
- Deliver the necessary resources for the effective control of EHS risks.
 - Promote the EHS Policy and Company Values with a focus on EHS.

- Develop the EHS activities and actions associated with its annual commitment.
- Deliver the necessary resources for the effective control of EHS risks.
- Ensure compliance and execution of audits in safety, health and environment.
- Ensure compliance and application of the EHS Plan, strategies in safety, health and environment.
- Ensure the non-repetition of events through effective learning from incidents.
- Verify at Ground Zero the understanding and application of rules and procedures and the role of leaders.
- Ensure the implementation of corrective actions based on incidents or learning.
- Promote and encourage continuous improvement, innovation and implementation of best practices.
- Encourage the recognition of staff for achievements in safety, good practices.

Qualifications & Experience Requirements

- Degree in Metallurgical/ Mechanical Engineering or technical related field, Engineer in mines, maintenance or similar
- Previous experience and exposure in mining industry and related industries in a managerial role, with multiple direct reports (+5years management experience). **MANAGERIAL EXPERIENCE IS MANDATORY MINIMUM REQUIREMENT**
- Preference will be given to an individual with good crushing and/or vibrating screen/feeder and related machinery experience and process plant and site exposure.
- +5 years in a similar managerial role with exposure in mining industry and related industries

Other Requirements & Competencies

- Fluent in English, with French being an added advantage
- High level of travelling will be involved and availability to travel must be flexible with irregular working hours.
- Strong leadership & management skills
- Sound understanding of bulk material handling and comminution and separation business
- Strong know-how and technical understanding of crushing & screening equipment
- Good understanding of mining site plants and process engineering
- Ability to work in a matrix organization and with various stakeholders in the management of customer relationships
- Sound judgement and problem-solving ability
- Listening and logic interpretation
- Strong customer orientation and ability to build solid relationships with customers and handling difficult situations
- Advanced communication skills
- Must be flexible and self-reliant, self-starter
- Excellent time management
- Sound commercial reasoning

- Strong understanding and compliance with Health and Safety in the workplace
- Strategy executions
- Budgeting & Forecasting capabilities
- Advanced Computer Literacy – MS Office

Application

Send your application as soon as possible as we will be evaluating candidates continuously, and no later than 3rd May 2024. Read more about Sandvik Group and apply at home.sandvik/career,

To Apply, [**CLICK HERE**](#)